

mspnice award

December 19th, 2019

Greetings Managers,

One of your volunteers, Margery Nord, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Margery for her outstanding commitment to customer service at MSP.

Our thanks go out to her on behalf of the Metropolitan Airports Commission, CSAC and the entire MSP community for exhibiting to MSP customers the superior customer service MSP is known for.

Congrats Margery!



Margery Nord, Travelers Assistance; and Jeff Prauer, Travelers Assistance Shift Supervisor

Customer compliment:

When I couldn't find my way around Margery Nord was very helpful and patient with me. She helped in a time of need and anxiety. She helped me understand why I missed my flight.